

Symantec Enterprise Support Services Features Matrix



Enterprise Support and Maintenance Services	Basic Maintenance	Essential Support	Business Critical Services			
			Remote Product Specialist	DataCenter	National	Global
Severity One Response Time Goals	1 hour	30 minutes	15 minutes	15 minutes	15 minutes	15 minutes
Telephone Access to Support Engineers	8 a.m.-6 p.m. Business hours	24x7x365	24x7x365	24x7x365	24x7x365	24x7x365
Downloadable software upgrades, updates, and patches	✓	✓	✓	✓	✓	✓
Designated Callers	2 per Product Title	6 per Product Title	6 per Product Family	Unlimited	Unlimited	Unlimited
Remote Product Specialist			✓			
Business Critical Account Manager (BCAM)				Remote BCAM	Designated BCAM	Global BCAM
Business Critical Engineer (BCE)				✓	✓	✓
Onsite Visits (Fly-to-Site)				2	6	20
Tailored Account Support Plan					✓	✓
Quarterly Account Reviews					✓	✓
Account Case History Reports					✓	✓
Network Link Assessment				Option	✓	✓
Impact Alerts					✓	✓

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